

## **CPSA CULTURAL PROFICIENCY STRATEGIC PLAN**

Culture is viewed as an array of strengths that enables an individual or family to benefit from supportive and culturally relevant behavioral health services.

The CPSA Network Development area, under the supervision of the CPSA Director of Clinical Operations, develops, implements and revises as necessary the CPSA Cultural Proficiency Strategic Plan. The Plan establishes requirements and expectations for CPSA and its providers to improve access to behavioral health services for diverse populations by developing and maintaining a culturally and linguistically competent behavioral health system for all members. The Plan has been developed in collaboration with and based on input from diverse stakeholders including ADHS/DBHS, the CPSA provider network, focus groups, advisory committees, surveys and key cultural informants. The Plan has been distributed in hard copy and posted on the CPSA Web site. The Comprehensive Service Networks, community-wide crisis provider and community- wide detoxification provider have assigned Cultural Liaison staff to disperse the Plan within their organization and to provide quarterly updates on the Plan to CPSA Network Development. The Network Development Team (NDT) monitors the Plan quarterly to assure progress on target outcomes and that timelines for implementation are met.

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GSA 3 & GSA 5			
Area	Measures	July 1, 2005 – June 30, 2006	Six-Month Status Update July 1 to Dec. 30, 2005
<b>Organizational Assessment</b>	<b>Target Outcomes:</b>	Perform an organization self-assessment to evaluate the level of cultural competence within CPSA inclusive of system-wide providers.	
	<b>Agency(ies):</b>	<b>Lead Agency:</b> CPSA <b>Partners:</b> ADHS/DBHS, Comprehensive Service Networks, community-wide crisis provider, community detoxification provider and community stakeholders.	
	<b>Implementation Steps:</b>	<ol style="list-style-type: none"> <li>1. CPSA Cultural Diversity Specialist to actively participate in the ADHS/DBHS Cultural Competency Committee and subcommittee meetings in order to disseminate information to the CPSA Cultural Diversity Advisory Council (CDAC) which in turn informs the CPSA provider network.</li> <li>2. CPSA to actively participate in the ADHS/DBHS Cultural Competency Committee meetings facilitated by national consultants to develop state-wide organizational and service delivery cultural competency assessment tool.</li> <li>3. CPSA, along with identified system-wide staff, to participate in the implementation of a <i>train-the-trainer</i> model developed by national consultants and implemented at the RBHA level focused on organizational self-assessment.</li> <li>4. Information gathered from organizational self assessment to be utilized in the development of system-wide guiding documents focused on the enhancement of cultural proficiency including: <ul style="list-style-type: none"> <li>▪ policy and procedures</li> <li>▪ the CPSA Cultural Proficiency Strategic Plan</li> </ul> </li> <li>5. Examine and disseminate additional diversity related materials including best practice models which incorporate culture in the delivery of services.</li> </ol>	

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<b>Development &amp; Resources</b>	<b>Target Outcomes:</b>	Improve the availability and accessibility of services for diverse populations through the development of culturally-rich resource agencies with an emphasis on tribal coordination.	
	<b>Agency(ies):</b>	<b>Lead Agency:</b> CPSA <b>Partners:</b> ADHS/DBHS, Comprehensive Service Networks, community-wide crisis provider, community-wide detoxification provider, Tribal Nations and community stakeholders.	
	<b>Implementation Steps:</b>	<ol style="list-style-type: none"> <li>1. Facilitate a monthly Cultural Diversity Advisory Council (CDAC) comprised of representatives of community-wide stakeholders.</li> <li>2. Provide culturally relevant oversight, monitoring, training and technical assistance within the behavioral health system of care through a dedicated staff position, the CPSA Cultural Diversity Specialist.</li> <li>3. Partner with culturally rich resource agencies to deliver culturally responsive and appropriate services within the communities served.</li> <li>4. Identify Cultural Liaisons from within the provider system of care to attend the monthly CDAC meetings with responsibility for the development of a cultural specific plan to be reported on and updated on a regular basis.</li> <li>5. Actively recruit community members, family members and other interested individuals for participation on the CDAC.</li> <li>6. Promote and disseminate culturally relevant information through communication strategies such as radio, television, Internet, and printed materials.</li> </ol>	

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<b><i>Development &amp; Resources Cont.</i></b>	<b><i>Implementation Steps, cont.:</i></b>	<ul style="list-style-type: none"> <li>7. Participate in outreach efforts to foster relationships and positive connections with culturally diverse community leaders and resources.</li> <li>8. Review materials such as handbooks, newsletters and bulletins as requested to suggest ways to improve the inclusion of cultural components and/or exemplify the value and practice of cultural competence.</li> <li>9. CPSA Cultural Diversity Specialist to participate in the Customer Service Initiative meetings to ensure cultural diversity issues are addressed.</li> </ul>	

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<b>Linguistic</b>	<b>Target Outcomes:</b>	Increase the ability to communicate effectively with diverse populations in accordance with the Office of Minority Health Culturally and Linguistically Appropriate Services (CLAS).	
	<b>Agency(ies):</b>	<b>Lead Agency:</b> CPSA <b>Partners:</b> ADHS/DBHS, Comprehensive Service Networks, community-wide crisis provider, community-wide detoxification provider, Rios Associates, CyraCom International and community stakeholders.	
	<b>Implementation Steps:</b>	<ol style="list-style-type: none"> <li>1. Ensure accessibility to behavioral health services for Limited English Proficient (LEP) members and family members through the recruitment and hiring of bilingual, bi-cultural staff with an emphasis placed on Spanish speaking staff.</li> <li>2. Apply special consideration in the form of financial or other appropriate incentives for direct service staff with bilingual and/or multilingual language proficiency.</li> <li>3. Augment and enhance the immediate availability of interpreter services through the use of over-the-phone interpretation services, also referred to as transparent language services, operational at 35 provider sites throughout the system of care.</li> <li>4. Ensure translation of written materials through the implementation of a CPSA direct contract with CyraCom International effective 7/1/05 for the provision of transparent language services inclusive of interpreting and document translation services.</li> <li>5. Development of document translation and interpreting services protocols to be added to and published in the Provider Manual as a tool for CPSA providers to reference and utilize.</li> </ol>	

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<b><i>Linguistic Cont.</i></b>	<b><i>Implementation Steps, cont.:</i></b>	<ol style="list-style-type: none"> <li>6. Ensure system providers have contracted with qualified and proficient face-to-face interpreters as required for LEP members and/or family members.</li> <li>7. Implement CPSA direct contract with Rios Associates for the development of a language tool to assess Spanish proficiency of behavioral health staff to be deemed in-house interpreters.</li> <li>8. Utilize a monitoring tool that will determine compliance with CLAS Standards and the Cultural Proficiency Strategic Plan.</li> <li>9. Assess and determine linguistic needs of members and/or family members through the analysis of multi-data sets including enrollment data, utilization data, member services data and linguistic isolation data derived from the U.S. Census Bureau.</li> <li>10. CPSA to develop a monitoring tool to be delivered collaboratively along with system-wide Cultural Liaisons to assess compliance to the CLAS standards and the CPSA Cultural Proficiency Strategic Plan.</li> </ol>	

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Area	Measures	July 1, 2005 – June 30, 2006	Six-Month Status Update July 1 to Dec. 30, 2005
<b>Recruitment &amp; Retention</b>	<b>Target Outcomes:</b>	Increase bilingual and multicultural staff reflective of the communities served within the behavioral health system of care.	
	<b>Agency(ies):</b>	<b>Lead Agency:</b> CPSA <b>Partners:</b> ADHS/DBHS, Comprehensive Service Networks, community-wide crisis provider, community-wide detoxification provider, academic stakeholders and community Stakeholders.	
	<b>Implementation Steps</b>	<ol style="list-style-type: none"> <li>1. Utilize Jobing.com, a collaborative employment Web site, as well as other strategic recruiting techniques to engage bilingual/bicultural staff interested in employment within the behavioral health system.</li> <li>2. Display materials in English/Spanish at job fairs, career days and other events to actively recruit targeted bilingual and multicultural populations.</li> <li>3. Facilitate collaborative meetings with academic stakeholder institutions to recruit and retain multicultural students through the development of specific academic programs.</li> <li>4. Identify behavioral health system partners interested in recruiting multicultural students to be placed in their organization through internship and mentoring opportunities.</li> <li>5. Utilize culturally-rich resource agencies to assist in developing strategies toward the recruitment and retention of multicultural staff specifically in underserved and disproportional areas of the community.</li> </ol>	

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<b>Training</b>	<b>Target Outcomes:</b>	Provide ongoing system-wide cultural competency training opportunities.	
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	<b>Implementation Steps:</b>	<ol style="list-style-type: none"> <li>1. Ensure the provision of system-wide employee cultural diversity training.</li> <li>2. Collaborate with system Cultural Liaisons to assist in identification and promotion of culturally relevant training opportunities and sponsorship of cultural events and/or activities.</li> <li>3. CPSA along with identified system-wide staff to participate in the implementation of a <i>train-the-trainer</i> model for a cultural competency curriculum developed by national consultants and implemented at the RBHA level.</li> <li>4. Offer ongoing training of the Arizona Vision and the 12 Principles in English and Spanish, to be delivered collaboratively with Cultural Liaisons throughout southern Arizona.</li> <li>5. Develop a partnership with the YWCA of Tucson to deliver system wide Unlearning Racism workshops through the YWCA's Racial Justice Programs in an effort to foster a deeper understanding and appreciation of multi-ethnic differences.</li> <li>6. CPSA and the system providers to explore and encourage other possible diversity-related trainings and learning experiences for staff to enhance cultural proficiency skills.</li> </ol>	



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<b>Integration of Culture in Assessment &amp; Service Planning</b>	<b>Target Outcomes:</b>	Incorporate culture into the assessment and service planning process within the behavioral health system of care.	
	<b>Agency(ies):</b>	<b>Lead Agency:</b> CPSA <b>Partners:</b> ADHS/DBHS, Comprehensive Service Networks, community-wide crisis provider, community-wide detoxification provider and community stakeholders.	
	<b>Implementation Steps:</b>	<ol style="list-style-type: none"> <li>1. Provide ongoing training sessions, including Cultural Awareness and Documenting Culture in Assessments &amp; Service Plans, that focus on the integration of culture</li> <li>2. Encourage the utilization of the Strengths and Cultural Discovery Model from the Child and Family Team (CFT) process as a reference tool in the assessment of culture.</li> <li>3. CPSA Cultural Diversity Specialist to provide on-site, system-wide technical assistance and support toward the integration of culture in the treatment process.</li> <li>4. Participate in state-wide facilitated meetings that focus on the development of standardized curriculum tools as resources to assess culture.</li> </ol>	

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<b>Data</b>	<b>Target Outcomes</b>	Improve the quality and collection of cultural data gathered and reviewed to ensure relevant policy development, service planning, and clinical practice for multicultural populations.	
	<b>Agency(ies):</b>	<b>Lead Agency:</b> CPSA <b>Partners:</b> ADHS/DBHS, Comprehensive Service Networks, community-wide crisis provider, community-wide detoxification provider and community stakeholders.	
	<b>Implementation Steps:</b>	<ol style="list-style-type: none"> <li>1. Utilize multi-data sets to evaluate and monitor effectiveness of programs for diverse individuals and families to address disparities more effectively.</li> <li>2. Analyze and assess the disparities affecting members to determine which cultural interventions to implement.</li> <li>3. Monitor trends over time at local, state, and national levels to respond to current and projected demographic and cultural changes.</li> <li>4. Identify patterns and/or trends through the tracking and evaluation of data collected as a method to affect change through systemic strategic planning.</li> <li>5. Utilize customer satisfaction survey results and community forum input to determine areas related to cultural diversity in need of improvement.</li> </ol>	